

Production Daily Health Report

Thursday March 16th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

Customer Portal
 Worker Portal
 CCAP
 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
3/18	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 -Benefit Decision Notice	Passed	Pending	0	1069	0
DHS3503-Additional Documentation Required	Passed	Pending	0	351	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
188	0	188	131

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

Thursday March 16th, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	0
	0	P2 incidents	0
	985	P3 incidents	971
	46	P4 incidents	43

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
---	----------	-------	------------	------------

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to March 15th

Start of the Day

1,810

Scanned/Indexed



25,149

Processed*



58,588

Completed**



85,547

Total***

Daily Net Change

14

Scanned/Indexed



90

Processed



394

Completed



498

Total

End of the Day

1,824

Scanned/Indexed



25,239

Processed



58,982

Completed



86,045

Total

* Processed applications have gone through the application registration process, but eligibility has not been run.

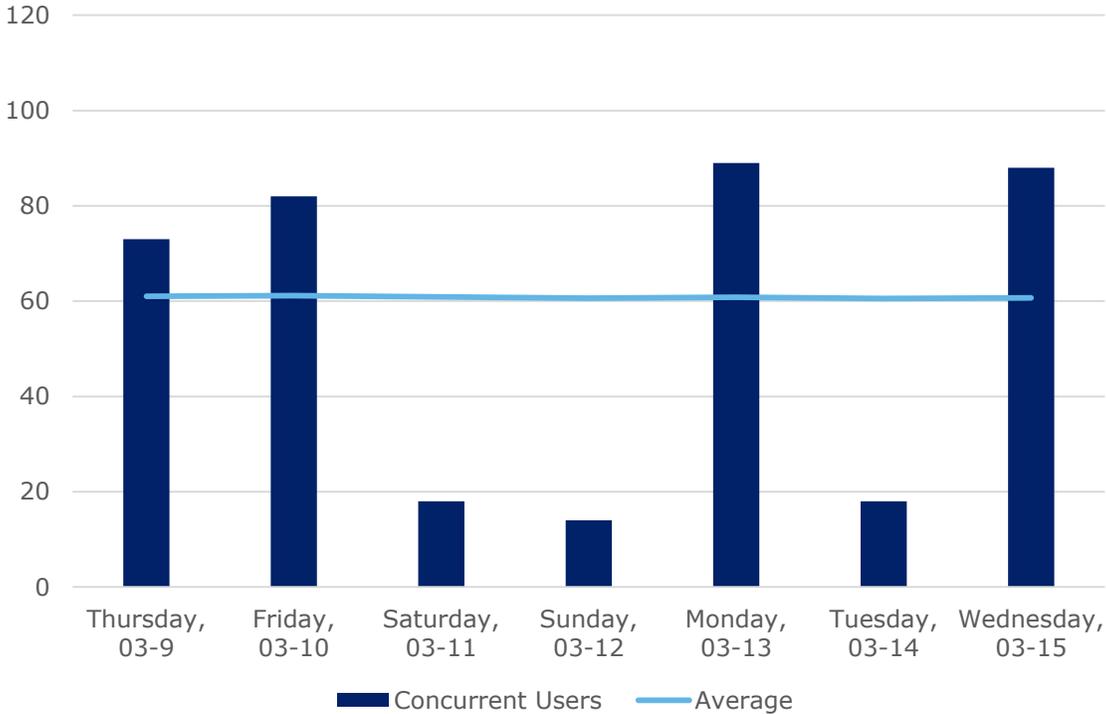
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

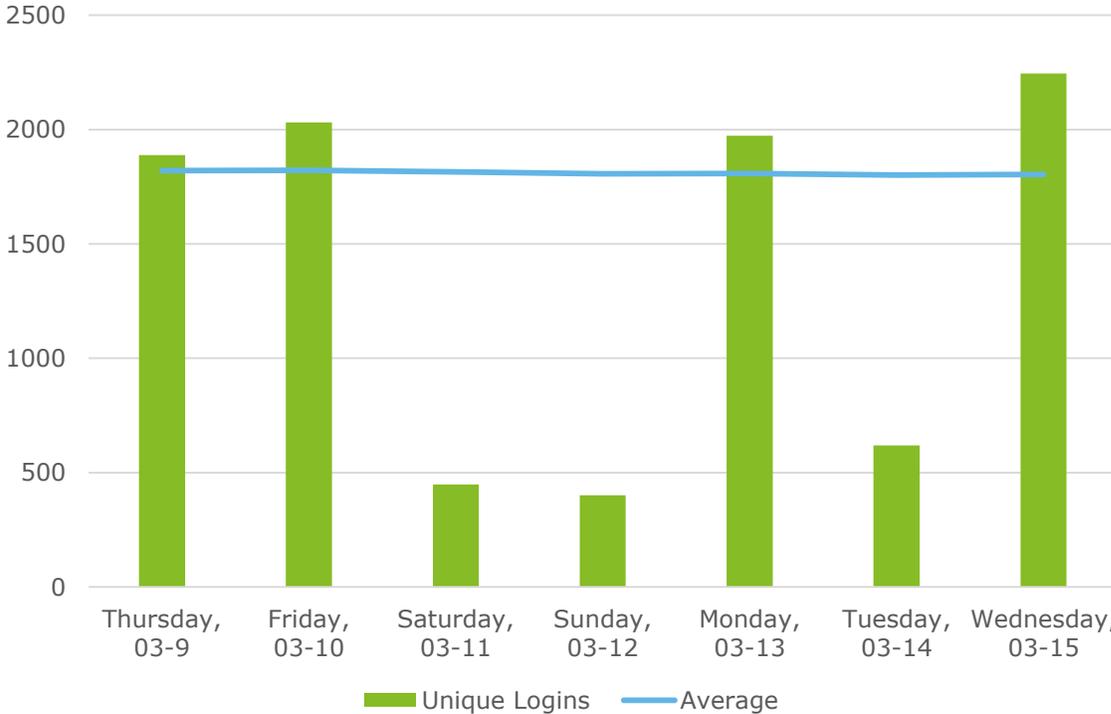
RIBridges Technical Metrics – Customer Portal

Thursday March 16th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

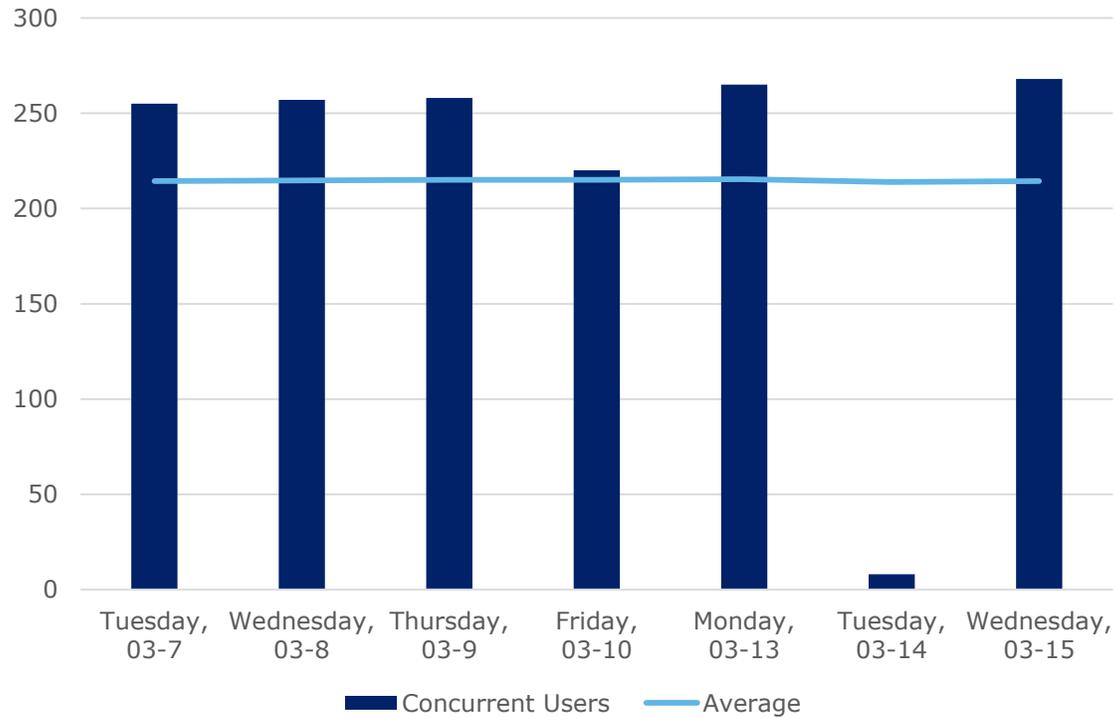


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

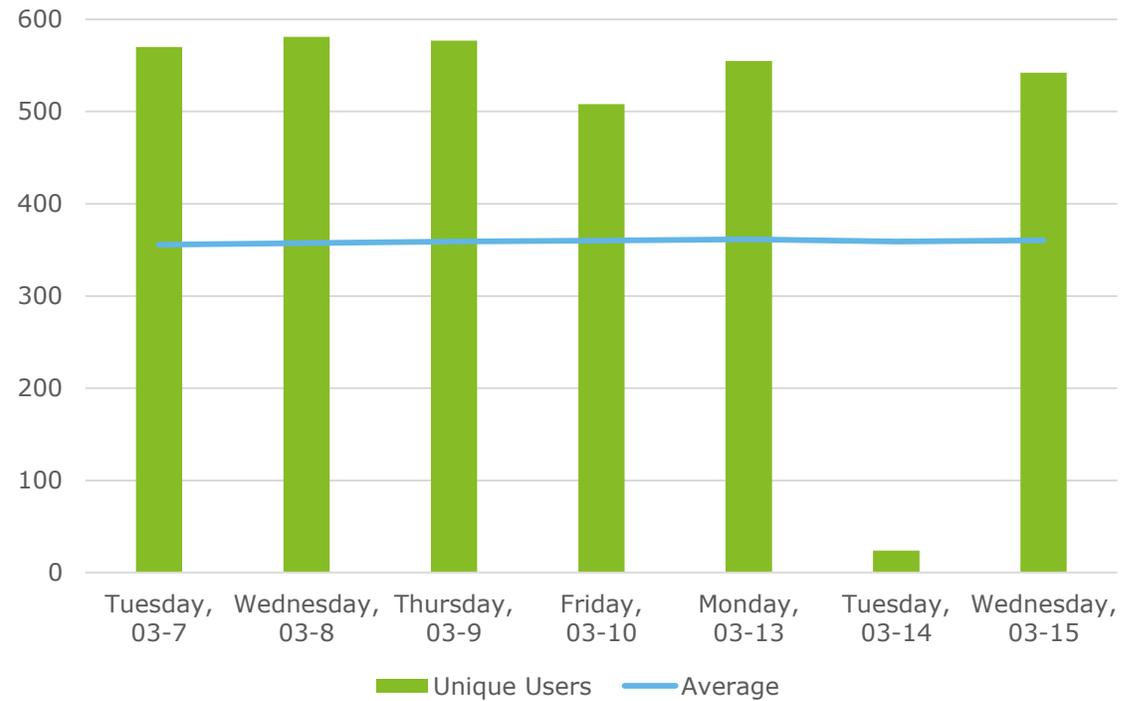
Thursday March 16th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



* Concurrent is over five minutes
 ** Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

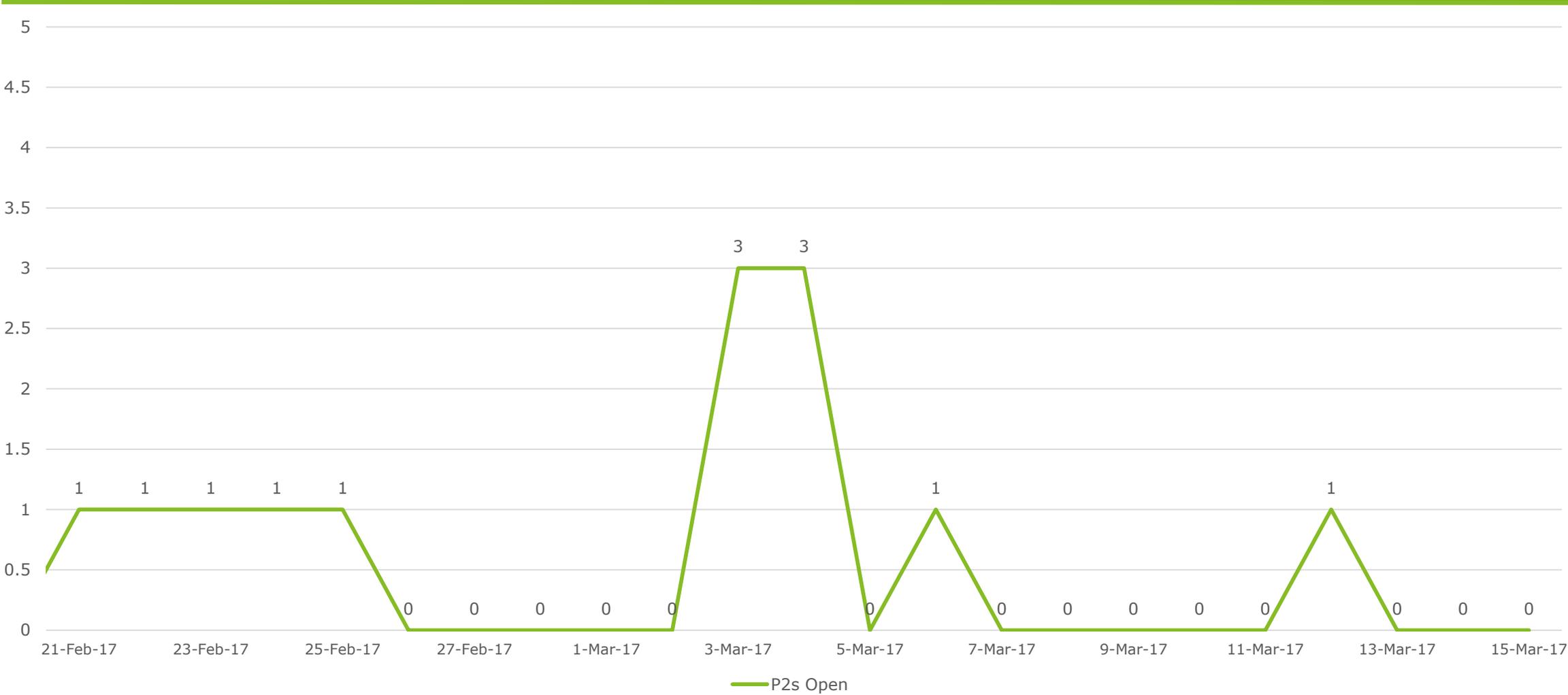


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Thursday March 16th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Thursday March 16th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker Incidents Open by Day

